

POSITION GUIDE
NONAPPROPRIATED FUNDS

JOB NUMBER

FLSA: NON-EXEMPT

TITLE: Desk Clerk Supervisor

PAY PLAN/SERIES/LEVEL- NF-1176-2

MAJOR DUTY DESCRIPTION:

Serves as desk clerk supervisor responsible for the operation of the front desk at a lodging property in excess of 76 rooms. Performs hiring, scheduling, work planning, and duty assignments of desk clerks. Mentors, trains and evaluates the performance of staff. May maintain the property management system administration and security audits, and the front desk automated and emergency systems. Ensures adherence with regulations, standards and policies. Acts as manager on-duty during certain shifts. May supervise reservations and continental breakfast functions.

Supervises assigned staff.

QUALIFICATION REQUIREMENTS:

One year of work experience performing duties as night auditor or front desk clerk. This type of experience may be gained by performing some types of leadership or supervisory duties in the related functional field of hotel management such as those involving night audit or desk clerk functions. Ability to use a computer for word processing or data entry.

CONDITIONS OF EMPLOYMENT:

A National Agency Check is required.